



# Effective and Active Listening

# Overview



- **Describe effective and active listening**
- **Identify deterrents to effective listening**
- **Identify the elements of effective and active listening**
- **Identify methods of enhancing listening**
- **Identify the methods used to test understanding of a message**

# Effective and Active Listening



- Effective listening is the listening to the words of the speaker and the meaning of the words.
- Active listening is a process in which the listener takes active responsibility to understand the words and feeling of what is being said and then asks the speaker to see if he/she heard what the speaker intended to communicate.

# Elements of Effective and Active Listening



# Active Listening Skills



- Check attitude and atmosphere
- Keep the channel open and avoid short-circuiting
- Listening requires response from listeners
- Keep the door open

# Methods to Test Understanding



- Parroting
- Paraphrasing
- Clarifying



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